

Information Technology Resource Management Council (ITRMC)

Access Idaho Steering Committee

Meeting Minutes

(Approved by Committee)

August 24, 2000

The Access Idaho Steering Committee monthly meeting was held on Thursday, August 24, 2000 from 1:30 to 3:00 p.m., in the East Conference Room of the J.R. Williams Building, Boise, ID.

CALL TO ORDER, WELCOME

The meeting was called to order by Chairman Bill Farnsworth, who welcomed members and others in attendance.

ATTENDANCE

Members Present:

Mr. Chuck Goodenough, Deputy Secretary of State
Mr. Bill Farnsworth, ITRMC Project Team
Mr. Rob Spofford, Department of Water Resources
Mr. John McAllister, Department of Labor
Mr. Scott Somerhalder, Idaho Information Consortium
Mr. Keith Bumsted, Idaho Dept. of Transportation

Others Present:

Mr. Chuck Knapp, Idaho Information Consortium
Ms. Carol Silvers, Idaho State Library
Ms. Angela Babcock, State Controller's Office

Members Absent:

Mr. Mark Little, Division of Purchasing

BACKGROUND

Access Idaho is the official name for the State of Idaho Internet Portal, or "electronic front-door" for citizen access to on-line government services and information. The State of Idaho established a statewide contract for portal services in December, 1999, creating a public-private partnership with **Idaho Information Consortium** (IIC). IIC is an affiliate of the National Information Consortium, (NIC) the nation's leading provider of Internet electronic government services. On May 3, 2000, Idaho officially launched www.accessidaho.org. The portal includes a re-designed State of Idaho Home Page, for easy access to all agency web sites, where a variety of E-Government applications are being developed. The portal is designed to streamline citizen access to Idaho government services and information. As the state's Portal Provider, IIC will be assisting state agencies in the development of Internet applications, as well as web page design. The Steering Committee has been appointed by ITRMC to oversee the progress of Access Idaho.

APPROVAL OF JULY 24, 2000 MINUTES

Bill Farnsworth moved and the motion to approve the July 24, 2000 Meeting Minutes, was passed unanimously.

ACCESS IDAHO REPORT

Scott Somerhalder, IIC, provided a General Manager's Report to the Committee summarizing progress during July and August, 2000 in the areas of marketing and development of agency on-line applications. The report included an outline of projects completed, in-development, and in the planning stages.

Summary

The First Lady's website was rolled out recently. The site features links to special projects, biography, etc. Currently, Access Idaho is in the process of working with the State Board of Education on a rollout for the **Idaho Electronic Campus**, which features a comprehensive **searchable course database** for all seven institutions of higher education in the state.

A new application for **pesticide registration** for the **Department of Agriculture** is being developed. Currently, over 800 companies are required to complete the 100% manual paperwork process. It is a revenue generating application. Somerhalder indicated that an SLA will be presented to the committee next month.

The committee was presented a copy of the SLA for review, between Access Idaho and **Idaho Real Estate Commission** regarding real estate **agent licensing**, as well as **insurance verification** processes. The proposed rollout for the application is October, 2000. Somerhalder confirmed that this is indeed, a revenue generating application.

An SLA with the **Idaho Transportation Department** was recently signed. The application is an on-line access (ITD authorized only) to **batch motor vehicle records**. The rollout is expected on **September 1, 2000**. Somerhalder pointed out that he and his staff are pleased with the agreement with ITD, because it includes the first revenue-generating application. Testing has commenced with the current batch customers. Three out of four customers have done initial testing. One customer is choosing not to continue batch at this current time but will do all of their processing interactively.

Work has begun on building an application for **On-Line Tobacco Vendor Application** for the Dept. of Health and Welfare. Tobacco vendors will be able to renew tobacco permits on-line at no charge, 24-hours-a-day. A September 15, 2000 rollout is planned for this free, non-revenue application.

Secretary of State's Office has been converting the UCC data from the old system to their new. The SLA has been completed for the UCC search but it was not known if pricing had been completed. An addendum to the previous SLA may be necessary for the pricing. This application is on a subscription basis, the first application where there will be an annual charge. A user will receive a user id and password for a \$75 annual fee. The user can choose how they want to be billed, whether it be a credit card or monthly invoice.

Access Idaho continues to devote time to the development of the **internal billing system**. Testing has been completed with the State Treasurer's office for the transfer of the ACH as far as building files and transferring funds. The billing and reporting system has been completed, which assign agencies working with Access Idaho, a user id and password to see the amount of transactions as well as the amount of money that will be received at the end of the month. This will allow them to have an audit trail.

The **Creative Services Team** is working on the development and enhancement of many different web sites the State Board of Medicine as well as Disability Determination Service. There have been discussions with the Governor's Office about enhancing the Governor's web site and the reaction to the First Lady's site has been very positive.

Access Idaho will have a booth at the **E-Government Boot Camp for Policy Makers on September 7, 2000**. They have been working closely with vendors in purchasing the booth, which will not only be used at the State but other events as well. Department of Administration (Jon Eckerle) as well as Secretary of State's office will be sharing the booth space.

Minor changes were made to the **State of Idaho** homepage. Icon was added for the Idaho State Judiciary to make it more accessible for citizens. A minor change to a button that previously said 'Legislation' was made at the request of various sources.

Applications should start to rollout with the progress Access Idaho has made with the billing system, reporting, credit cards and the process, working with the **SurePay** gateway (the credit card gateway). Other agencies, such as Water Resources have built applications and are looking for credit card capabilities and ways to accept money. Access Idaho has the resources to build the credit card applications however they currently do not have the contract with the merchant providers, that piece in place - the electronic point of sale device.

PROJECTS COMPLETED

- ❖ **Re-design of State of Idaho Home Page** - Official portal or "electronic front door" to Idaho state Government (as of May 3, 2000, accessed by www.state.id.us)
- ❖ **State Calendar** - Web users can locate information on state agency meetings and events
- ❖ **Press Releases** - Agencies may post press releases to the new Home Page
- ❖ **How Do I?** - Home Page search function designed to make use of agency input
- ❖ **Office of the Governor** - First Lady's web site featuring special projects, biography links
- ❖ **Idaho Electronic Campus** - State Board of Education, searchable course database for higher education

PROJECTS-IN-DEVELOPMENT

- **Department of Administration** - Assistance with the redesign of the site
- **Secretary of State's Office** - Certificates of Existence, and UCC Database Searches
- **Department of Transportation** - Batch Driver's Record Search (IDT authorized users only)
- **Department of Water Resources** - Well drilling permits
- **First Data Resources, "SurePay"** - Software selected by IIC to secure credit card transactions
- **Department of Health & Welfare** - Tobacco retail permits
- **Occupational Licensing Board** - 18 types of occupational licenses
- **Attorney General's Office** - No-call listing for citizens who want to avoid telemarketers
- **State Board of Medicine** - License renewals and license search applications
- **Department of Agriculture** - Pesticide vendor registrations
- **Real Estate Commission** - Real Estate license renewals
- **Secretary of State's Office** - Uniform Commercial Code (search of UCC database)

PROJECTS-IN-PLANNING

- **Office of the Governor** - Redesign of current site
- **Department of Fish and Game** - Hunting and Fishing licenses and permits
- **Department of Insurance** - Insurance agent licensing renewals
- **State Tax Commission** - IFTA (fuel tax) filing

- **Department of Insurance** - Insurance agent licensing renewals
- **Department of Transportation** - Interactive Drivers Record Search
- **Division of Building Safety** - Renewal of Electrical, Plumbing and Public Safety licenses
- **ITRMC** - Information on Idaho's technology agencies and resources
- **Department of Parks and Rec** - Variety of permits, such as park, motorbike, snowmobile, etc.
- **Board of Pharmacy** - Creation of web site with interactive services

SERVICE LEVEL AGREEMENTS SIGNED

- ❖ **Secretary of State's Office** (Business Entity Searches)
- ❖ **Department of Health and Welfare** (Tobacco permits)
- ❖ **Idaho Transportation Department** (Batch/Interactive Drivers Records)
- ❖ **State Board of Education** (Idaho Electronic Campus)
- ❖ **Idaho Real Estate Commission** (Real Estate Agent Renewal) **Waiting approval*

SERVICE LEVEL AGREEMENTS PENDING

- **Dept. of Water Resources** (Well Drilling Permits)
- **Bureau of Occupational Licensing** (Board of Cosmetology)
- **Bureau of Occupational Licensing** (Board of Examiners)
- **State Tax Commission** (IFTA Fuel Tax Filing)
- **Department of Administration** (Web site)
- **Board of Medicine** (Web site)
- **Department of Agriculture** (Pesticide Registration)
- **Attorney General's Office** (No Contact List)

DISCUSSION

Chuck Goodenough asked if the Committee had reviewed a copy of the SLA for Department of Transportation. Bill Farnsworth said that the SLA was sent out with the Committee's approval signature line deleted, leaving only Purchasing approval in. Scott Somerhalder said that he would be sending a new copy of the SLA with added verbage from the Attorney General's Office and asked the Committee to respond (approve) via email.

Somerhalder said, "Debit cards are not quite 'there' yet for online purchasing." He explained that debit cards are linked directly to your account. Chuck Knapp, IIC, commented that the technology is definitely there, however the banks and financial institutions are really driving this process. More money is being made off credit cards as opposed to the debit card. Debit cards that bear the Visa or Mastercard logo are treated like a regular credit card and will work with online purchases but in the form of a regular debit/ATM card, there is no capability as of yet.

The discussion of **digital signatures** arose when the comment was made that Access Idaho hasn't had an agency say they 'had' to have a digital signature for their application. If one wanted use digital signatures, the user would have to sign up with a company such as VeriSign, which could cost money in order to obtain a digital signature. The number (digital signature) is housed in the browser and when the information is sent electronically, it is verified and confirmed that indeed, that is YOUR unique digital signature. Some agencies have expressed interest but have not pursued it.

A question was asked regarding the continuing education requirement for the **Real Estate licensing**. Chuck Knapp replied that there is indeed a requirement, agents have to have 12 hours of continuing education every 2 years. If an agent has not made all of the continuing education requirements, the "pay screen" will not be seen.

Knapp commented that the database checks to see if the agents have errors and omission insurance, also a requirement.

REVIEW OF IDAHO REAL ESTATE COMMISSION SLA

Chuck Knapp, IIC reported to the Committee on the **Idaho Real Estate Commission** in regard to the real estate **agent licensing renewal**, as well as **insurance verification** processes. A current active or inactive real estate agent can access the web site and renew their license on line. The agency was very pleased with the proposed fee of a \$10 convenience fee for a \$220 renewal. The customers also have the ability to pay for group insurance (errors and omissions) on line if they happen to be part of the group insurance that the state administers. Currently the rates will have to be pro-rate the premiums and Knapp referred to the table in the SLA, established by the Commission.

ACTION ITEM

Rob Spofford made a motion to approve the Idaho Real Estate Commission SLA. Keith Bumsted seconded, the motion passed unanimously.

NEW BUSINESS

Farnsworth recapped the current SLAs, pending SLA's as well as projects in development.

ADJOURNMENT

Being there was no other new business to come before the Committee, Farnsworth thanked those in attendance and adjourned the meeting at 3:00 p.m. Next meeting is September 28, 2000, from 1:30 to 3:00 p.m. in the East Conference room, J.R. Williams building.